TESLA OWNERS
UNITED KINGDOM

24 May 2020

Dear Tesla Management,

cc. Members

Premium Connectivity Concerns

As the elected Committee for Tesla Owners United Kingdom, we write to you on behalf of our members about an issue which appears to be impacting a great number of them. In brief, the same issue is one that appears to have afflicted our fellow owners in Australia and New Zealand – as can be seen **here**. It would appear from evidence provided to the Committee by our members that Tesla vehicles ordered prior to the end of June 2019 with 'Premium Interior' were promised the following features:

- Satellite-view maps with live traffic visualisation and navigation;
- In-car internet streaming music & media; and
- Internet browser.

It would also appear that there was no information provided that owners would be liable to pay for 'premium connectivity' in the future, with our research suggesting that this change in fact occurred in late June 2019 – at which point such charges and time limits on the premium connectivity were expressly mentioned. The Committee consider that under the relevant provisions of UK law (which in fact are much the same as the provisions in Australia and New Zealand), namely the Consumer Rights Act 2015, a charge (or future charge) for premium connectivity not expressly included or referenced at the time of contract is not incorporated into the contract and is therefore not enforceable.

To this end, the Committee would welcome the same resolution from Tesla in the UK as welcomed and heralded in Australia and New Zealand – such that all Tesla vehicles bought on or before the 30th June 2019 will be provided with free premium connectivity.

The Committee are at your disposal should you wish to discuss these matters further.

Yours faithfully

Will Fealey

President, Tesla Owners UK

For and on behalf of Tesla Owners UK Executive Committee

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